

Position Description

Position Title	Technical Lead
Position Number	30011696
Division	Digital Services
Department	Loddon Mallee Shared Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 5
Classification Code	HS5 – HS33
Reports to	Project Manager – Technical Change
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

Loddon Mallee Shared Services (LMSS)

Loddon Mallee Shared Services provides ICT services to all health services currently within the Loddon Mallee network. The services LMSS provide can range from ICT helpdesk, implementation and management of approved applications to consolidating regional platforms with dedicated support teams. As a self-funded initiative, the LMSS is governed by the Department of Health [rural-public-health-care-agencies-ict-alliance-policy.docx](#) as well as a Joint Venture Agreement between the health services.

The Project

The project will deliver four Success Factors modules; recruitment, onboarding, coreHR and payroll to all 13 health services within the Loddon Mallee under a “Big Bang” approach with a hybrid project methodology.

This project will follow the guideline of “configuration over customisation - look to adapt processes to align with software capability and not the other way around”. Essentially this will mean that all 13 health services will be required to consider best outcome for the region and together align policy, process and delegations to reflect software functionality.

The project will be delivered with consideration of people, process and technology to ensure successful delivery and end user experience. To this end, the project team structure will include two stream leads; Technical and Business Change.

The project commenced October 2025 with readiness activities being conducted internally until February 2026 and the project implementation commencing in February 2026, continuing until June 2027. This period factors in contingency timeframes.

The Position

Reporting to the Technical Project Manager, this role will work as part of the Technical Change team on the Success Factors implementation project. This role will be a critical role, helping to lead the technical streams closing out aspects related to integrations and planning for go live. Our integrations include Active Directory, UKG Pro, Bank clearing house, ATO, flat file reports, Fit2Work and AHPRA.

The role will also work closely with the Loddon Mallee Workforce Systems teams (the current System Administrators of SuccessFactors) and our various vendors and implementation partners and local ICT to achieve results.

Responsibilities and Accountabilities

Key Responsibilities

- Works collaboratively with Business Analysts, SMEs, vendors, technical teams and project stakeholders to identify, document and resolve requirements, process and integration gaps across the program.

- Provides oversight and coordination of multiple system integrations, ensuring requirements, dependencies and interface impacts are understood, documented and managed through delivery.
- Facilitates discussions and workshops to drive resolution of open design decisions, risks, issues and cross-functional dependencies.
- Develops, manages and maintains Go Live Run Sheets, Cutover Plans and Operational Readiness documentation.
- Coordinates cutover planning activities including deployment sequencing, business readiness checkpoints, rollback planning and stakeholder communications.
- In collaboration with the Test Lead, facilitates Production Verification Testing (PVT) and post-deployment validation activities to ensure successful implementation and operational stability.
- Working with the Technical Project Manager, leads go-live command centre activities, acting as the central point of coordination between business, technical and vendor teams.
- Works alongside the Technical Project Manager to monitor and manage deployment risks, escalation paths and contingency plans to minimise impacts to project delivery and business operations.

Key Selection Criteria

Essential

1. Demonstrated experience leading or coordinating technical delivery activities within complex operational environments or transformation programs involving multiple systems, vendors and stakeholder groups.
2. Proven experience managing system integrations, dependencies and cross-functional technical workstreams within a large-scale implementation project.
3. Demonstrated ability to identify, analyse and resolve business, technical and integration gaps through collaboration with business and technical stakeholders.
4. Experience developing and executing Go Live Run Sheets, Cutover Plans and Operational Readiness activities for enterprise technology deployments.
5. Proven experience facilitating Production Verification Testing (PVT), deployment validation and go-live support activities.
6. Strong analytical and problem-solving skills, with the ability to identify risks, manage competing priorities and drive issues through to resolution.
7. Excellent stakeholder engagement, negotiation and facilitation skills, with the ability to build productive relationships across business, technical and vendor teams.
8. Excellent written and verbal communication skills, including the ability to prepare governance reports, delivery documentation and executive-level updates.
9. Demonstrated ability to coordinate multiple workstreams simultaneously and maintain focus on delivery outcomes within tight timeframes.

Desirable

10. Experience working on a large-scale SuccessFactors, ERP, HRIS or Payroll implementation as a technical or implementation lead.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.